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S.C. Public Service Commission
Annual Accountability Report 1996/97

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South Carolina Public Service Commission

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Annual Accountability Report

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Budget & Control Board
OFFICE OF STATE BUDGET

Fiscal Year 1996-1997

LETTER OF TRANSMITTAL

In Fiscal Year 1995-1996 the Public Service Commission of South Carolina developed a formal planning process for the Commission and each of its departments. This process was initiated as part of the reorganization of the Commission in response to the changing regulatory environment. As the monopolistic telecommunications, natural gas, and electric industries are opened to competition, the regulatory role of the Commission will change from traditional rate of return on rate base regulation.

The Research Department was assigned to lead this planning process. Numerous meetings were held with planners from South Carolina Electric & Gas Company, Duke Power Company, and the University of South Carolina. The purpose of these meetings was to gain information and insight into how a formal planning process should be developed and what should be included. Based on the information obtained from these sources, the Research Department developed a planning process and a plan for the Research Department. This process and the Research Department plan were used as a model for departmental planning. The Research Department assisted the other departments in the development of their plans. This planning process in conjunction with the statutory requirements of the Commission was utilized to develop the Commission plan that unifies all of the individual departmental plans.

Each plan included a mission statement, long-term goals and objective, short-term goals and objectives, long-term implementation strategies, and short-term implementation strategies. The departmental plans and the Commission plan were submitted to the Commissioners for approval. The approved plans became the bases for the operation of the Commission and its departments.

Questions concerning the Annual Accountability Report of the Public Service Commission should be directed to Gary E. Walsh, Deputy Director, at 737-5133.

EXECUTIVE SUMMARY

The functions and responsibilities of the Public Service Commission are set forth in legislation. Within the framework of its statutory obligations, the Commission establishes its mission, goals and objectives, and strategies for fulfilling its mission and achieving its objectives. The Commission, unlike some other agencies, must balance the interests of the companies which it regulates and the interests of the customers of these companies and the broader interests of the State. As the industries that are regulated by the Commission become more competitive, the role of the Commission is changing away from its historical emphasis of regulating monopolies to protect consumers from the potential abuses of monopoly power. The new focus of the Commission consists largely of managing the transformation of monopolistic industries into competitive industries so that all customers receive benefits from competition.

Seven operating departments are primarily responsible for implementing strategies to fulfill the mission and the goals and objectives of the Commission. Each department has its own mission statement, goals and objectives, and strategies which, when taken together, provide the means by which the Commission meets its goals and fulfills its mission.

The Utility Department consists of 15 persons with responsibility electric, telecommunications, gas, and water and wastewater utilities. Its fiscal year 1996-1997 budget was \$908,470. Department personnel participated in 166 hearings and the issuance of 766 orders. A total of 184 compliance audits were completed, and 31 of the audits indicated a violation of Commission rules, regulations, and tariffs. Water and wastewater problems, such as odor, sewer back-ups, and lift stations not operating properly were also discovered. The companies were notified of the violations and corrective action was taken by each company.

The Accounting Department has 10 employees and a fiscal year 1996-1997 budget of \$493,847. This Department provides the accounting expertise for the Commission. It provides testimony in hearings, manages the Interim LEC Fund, performs audits, and computes Gross Receipts taxes required to finance the Commission. A total of 121 accounting audits were completed, and 4 telecommunications companies were found to be in violation of Commission rules and regulations. These companies were notified of their violations and corrective action was taken.

The 4-person Legal Department provides the legal expertise for the Commission. It writes the Commission orders, represents the Commission's positions before all State and Federal Courts, represents the Commission Staff in hearings, and advises the Commission on all legal issues. The fiscal year 1996-1997 budget for the Legal Department was \$169,000. Commission attorneys participated in 209 hearings and Commission meetings and wrote 850 orders. The Department defended the Commission's position in 67 cases in State and Federal Courts.

The movement toward competition in the regulated industries has placed more responsibility on the 5-person Research Department. Although traditional rate-of-return analyses and testimony is still performed, much of the Research Department's efforts are focused on evaluating State and Federal legislation concerning utilities, advising the Commission on emerging issues, and preparing speeches and presentations on legislation, utility regulation and restructuring, and critical issues. These efforts provide the information necessary for the development of public policy and communication with the general public. The Department testified in 2 Commission hearings and before the South Carolina legislative committee on Labor, Industry, and Commerce. It developed a procedure for the arbitration of interconnection agreements by telecommunications companies and participated in 3 arbitration hearings. The Department also prepared 8 speeches, 3 press releases, 2 reports, and analyzed 3 utility mergers and 2 financing proposals. Its budget for fiscal year 1996-1997 was \$241,000.

The Consumer Services Department addresses consumer complaints and inquiries concerning the utility and transportation companies regulated by the Commission. Its 6 employees also testify in complaint hearings and advise the Commission and the public on evolving issues which may impact the public interest of the consumers in South Carolina. In fiscal year 1996-1997 the Department investigated 1930 complaints, received and processed 29,776 WATS line calls from consumers and 620 non-WATS line calls, made 37 personal contact meetings with consumers, held 39 meetings with regulated utility companies, conducted 92 meter tests and on-site inspections, and attended 39 training sessions. The fiscal year budget was \$164,000.

The primary responsibility of the 7 person safety Department is to ensure and enhance the safety of gas pipelines and facilities and railroad facilities. In fiscal year 1996-1997 the Safety Department devoted 463 person days on the inspection of gas and liquid pipelines and liquefied gas plants. On-site railroad inspections consisted of 1,044 miles of track and 8,618 pieces of rolling equipment. Because of illness, the Commission's only certified rail inspector missed 5 months of work which resulted in lower than planned track inspections. The Department also performed 66 air brake and single car tests, 115 blue signals inspections, and 4,185 record inspections. As a result of these inspections and tests, 50 gas violations and 7 railroad violations were discovered. Companies were notified of these violations and corrective action was taken. The Safety Department budget for fiscal year 1996-1997 was \$375,672.

The Transportation Department has authority over the "for hire" use of motor vehicles on the public highways of South Carolina. Its primary focus is to ensure a well-regulated and safe "for hire" transportation system that provides all needed services at reasonable costs and complies with the motor vehicle laws and the rules and regulations of the Commission. The Department has 10 employees and a 1996-1997 fiscal year budget of \$422,312. Each month the 8 enforcement officers inspect 244 vehicles. A total of 80 citations were issued with assessed fines of \$59,800. The Department responded to 195 complaints, provided 179 assists to regulated carriers and the general public, participated in 17 hearings, and performed 94 audits. These audits found 35 companies to be in violation of Commission rules and regulations. The companies were notified of their

violations and corrective action was taken. A total of 104 certificates of Public Convenience and Necessity and certificates of Fit, Willing and Able were issued.

Cooperation and assistance from other State and local agencies is necessary for the Commission to fulfill its mission. As the regulatory environment changes, the Commission must work closely with the Legislature to update statutes and provide guidance to new legislation concerning utilities. Water and wastewater issues require working closely with the Department of Health and Environmental Control. The Accounting Department provides information to the Department of Revenue for tax purposes. The Consumer Services Department and the Legal Department have frequent interaction with Attorney General's Office and the SC Department of Consumer Affairs. The Research Department assists the State Energy Office in the collection of data and the evaluation of Integrated Resource Plans and Demand Side Management programs. It also provides information to the General assembly through testimony before committees and reports to the legislature. To ensure the safety of pipelines and railroads the Safety Department works with the SC Department of Transportation.



South Carolina Public Service Commission

Mission Statement and Goals

MISSION STATEMENT:

The Public Service Commission of South Carolina is to carry out the regulatory functions and responsibilities set forth for it by the laws and policies of the State of South Carolina pertaining to the utility and transportation companies through a dynamic and proactive regulatory process reflecting the increased competitive nature of the companies within the nation and this State while seeking to best serve the needs of all of the citizens of the State and also while encouraging a sense of satisfaction and accomplishment for employees.

GOALS:

- Seek to ensure that the citizens of the State receive appropriate levels of customer satisfaction and quality of service for those services provided through the entities regulated by this Commission.
- Seek to ensure that consumer problems, issues, and complaints are sufficiently monitored and addressed.
- Seek to ensure that within a more competitive utility environment that core or captive customers with little market power are not unduly burdened with the costs of competition and are provided appropriate service and service options.
- Seek to encourage innovation through the enhancement of Commission processes and the attainment of self-actualization by Commission employees through empowering these employees to carry out their responsibilities and rewarding them for their contribution to the attainment of Commission goals.
- Seek to modify the organizational process of the Commission in such a manner as to provide for the incorporation of project teams to address specific complex short-term issues that arise as a result of the dynamic nature of the utility industry regulated by this Commission.
- Provide an open, accessible and efficient regulatory process which is fair, cost effective and unbiased, while also exploring alternative methods of regulating the entities subject to the

Commission's jurisdiction.

- Seek to ensure that the regulatory process results in fair and reasonable outcomes.
- Encourage efficiency, innovation, and technological growth among regulated entities.
- For the regulated entities, facilitate the provision of safe services at levels of quality and reliability which satisfy customer needs.
- Seek to ensure that all regulated entities' services to consumers comply with all legal requirements subject to the Commission's jurisdiction.

Last modified: September 25, 1997

DESCRIPTION OF PROGRAMS

Program Name: Utilities Department

Program Costs: \$908,470

Program Goals: To fulfill the responsibilities of the Public Service Commission of South Carolina as provided for by the South Carolina Constitution and as vested with power and jurisdiction by the South Carolina General Assembly regarding electric, telecommunications, gas and water and wastewater utilities. To communicate information, and provide assistance to the Commissioners regarding current and evolving regulatory issues which have the potential to impact the public interest of the citizens of South Carolina.

Program Objectives:

Interact to a greater extent with regulated entities and other stakeholders concerning emerging issues.

- Obtain additional training and information from external sources concerning emerging technical and policy issues.
- Interact with greater extent with other PSC departments.
- Electronic interaction with external groups such as NARUC, NRRI, etc.
- Implement a Personal Computer information system for department.

Priority Ranking:

1. Fulfill the administrative responsibilities prior to a hearing such as noticing, assignment of filing deadlines and the preparation of the weekly agenda.
2. Provide staff assistance in the hearings in the areas of distribution of all case documents and testimony, reading the Docket and the swearing in of witnesses.
3. Conduct audits and analysis and provide proficient reports and testimony within the hearing process for general rate cases, electric fuel cases, purchased gas cases, and complaint cases.
4. Research and monitor rate trends, industry changes, cost methodologies in today's competitive environment and report these findings to the Commission.
5. Assist the Commission's Consumer Service Department with the resolution of consumer complaints from utility customers throughout the state.
6. Audit statewide utility offices to substantiate compliance with Commission's Rules and report these findings to both the Commission and the Commission's Consumer Services Department.
7. Provide assistance and data to other regulatory bodies, consultants, lawyers and inquiring citizens throughout the United States regarding recent Commission decisions and trends affecting ratepayers in South Carolina.

Performance Measures:

Workload Indicators:

ELECTRIC	
4	Companies rated and reviewed
25	Compliance Audits statewide

GAS	
4	Companies rated and reviewed
27	Compliance Audits statewide

TELECOMMUNICATIONS	
27	Local Exchange Companies rated and serviced
26	Competitive Local Exchange Companies
355	Interexchange Carriers
1357	Coin Operated Customer-Owned Telephones
100	Compliance Audits statewide

WATER AND WASTEWATER	
87	Water and Wastewater Companies rated and serviced
50	Compliance Audits statewide

Efficiency Measures:

ELECTRIC	
9	Hearings held
68	Orders issued
40	Compliance Audits completed

GAS	
6	Hearings held
21	Orders issued
15	Compliance Audits completed

TELECOMMUNICATIONS	
128	Hearings held
572	Orders issued
89	Compliance Audits completed

WATER AND WASTEWATER	
23	Hearings held
105	Orders issued
52	Compliance Audits completed

Outcomes: Thirty-one (31) of the audits indicated violations of Commission rules, regulations, and tariffs. Water and wastewater problems, such as odor, sewer back-ups , and lift stations not operating properly were also discovered. The companies were notified of their violations and appropriate corrective action was taken.

Program: Accounting Department

Program Cost: \$493,847

Program Goal: The Accounting Department of the South Carolina Public Service Commission will analyze and review; testify, communicate information; aid and assist the Commissioners, Commission Staff and the public regarding current and evolving regulatory issues which have the potential to impact the public interest of the citizens of South Carolina.

Program Objectives: The Accounting Department of the South Carolina Public Service Commission will interact with regulated entities and all other stakeholders concerning new and emerging issues that will have an effect on regulation. The Accounting Department will also obtain needed additional training and information from outside sources concerning new and emerging technical, accounting and policy issues. In addition, the Accounting Department will interact with a greater extent with the other Pubic Service Commission departments; thereby utilizing more of a team concept. Also, the Accounting Department will implement the use of Personal Computers in the Accounting Department.

Priority Ranking:

1. Aid in identification of developing, evolving and current regulatory issues impacting on the citizens of South Carolina. These would include issues such as the Universal Service Fund, Interim LEC Fund and Deregulation of the Electric Industry.
2. Provide the Commissioners and Staff with assistance in understanding the impact of regulatory issues that may impact on the citizens of South Carolina.
3. To conduct audits of the books and records of regulated companies, issue reports based on such audits, and sponsor testimony in hearings before the South Carolina Public Service Commission.
4. To collect and gather data needed to compute the Gross Receipts taxes required to operate the South Carolina Public Service Commission and to interact with the Department of Revenue in the billing and collection of such taxes.
5. To gather and collect financial information on regulated companies in order to complete reports required by the Commissioners, Regulatory Groups, Utilities and all other parties requesting such information.

Performance Measures:

Workload Indicators

- Electric Companies' Fuel Clauses, Gas Companies' PGA, and Compliance audits of Regulated Companies to determine compliance with rules and regulations of the South Carolina Public Service Commission
- Issued reports and testimony in hearings held before the South Carolina Public Service Commission.
- Developed the Commission ordered Interim LEC Fund. The Accounting Department calculated the liability of the funding companies, developed the billing procedures, followed up on any and all complaints arising from the Fund, audited all information furnished by the Local Exchange Companies and developed a bookkeeping system needed to oversee the Fund.
- The Accounting Department has collected financial information used to develop the PSC's annual reports.
 - Financial information has been collected in order to compute annual Gross Receipts taxes and has interacted with the Department of Revenue in its billing and collecting.
 - The Accounting Department oversees the filings of annual reports by all regulated companies. This includes both Utilities and Transportation Carriers regulated by the South Carolina Public Service Commission.
 - The Accounting Department has worked with the Financial Committee of the PSC in the review of financing agreements filed with the South Carolina Public Service Commission.
 - The Department has aided the Consumer Services Department of the PSC in clearing complaints filed by citizens of the State against a regulated company.
 - Participated with other state commissions in the auditing of multi-state utilities.
 - Attended seminars and conferences that have aided the staff members in making use of the new computer system, stay current with changes in the accounting industry and evolving changes in the regulatory industry.
 - Attended staff conferences in order to help other departments in solving problems that arise with regulated companies.
 - Assist the Legal Department with the issuing of orders arising from rulings of the South Carolina Public Service Commission.
 - Assist the Legal Department by reviewing the financial statements filed with all requests to perform telecommunications services, such as long distance service.

Efficiency Measures:

- Electric audits, 6 performed
- Gas audits, 7 performed
- Telecommunications audits, 95 performed
- Water and Wastewater audits, 13 performed

Outcomes: Only 4 of the 121 audits performed indicated violations of Commission rules and regulations. The companies were notified of their violations and appropriate corrective action was taken. Ideally, the Department would like to discover no violations.

Program: Legal

Program Costs: \$169,000

Program Goals: The Legal Department of the Public Service Commission of South Carolina exists to reduce to writing the oral decisions of the Commission, while advising the Commission, when appropriate, on the laws and policies of the State of South Carolina and the United States, pertaining to the regulation of the utility and transportation industries, and while representing the Commission Staff in proceedings before the Commission, and defending the Commission's positions and its Orders before the Courts, and providing legal information and assistance to the Commission Staff and other interested persons with regulatory matters.

Program Objectives: To properly set out in writing the decisions of the Commission. To provide appropriate consultation to the Commission and Staff on all laws and regulations pertaining to the utility and transportation industries. To keep a current knowledge as much as possible of such laws and regulations. To provide representation to the Commission Staff in hearings before the Commission. To provide representation of the Commission's positions before all State and Federal Courts.

Priority Ranking:

1. Compose written Commission Orders.
2. Provide representation of Staff before the Commission in Commission hearings.
3. Provide representation of the Commission in Court proceedings.
4. Advise Commission and Staff on current legal issues.
5. Keep a current knowledge of the law in the area.

Performance Measures:

Workload Indicators

- Have composed and drafted 850 Orders for the Commission during calendar year 1997 so far.
- Participated in 209 hearings and Commission meetings before the Public Service Commission during fiscal year 1996-97.
- Are presently defending the Commission's positions in 67 cases in State and Federal Courts.
- Engage in daily multiple conversations and E-mail on a variety of regulatory topics with Commission Staff members and the public and render a multiplicity of daily legal opinions on same.
- Have completely revised the Regulations for the Transportation Department.

Outcomes: The orders prepared by the Legal Department are the official and legal determinations of the Commission to which the regulated companies must comply.

Program: Research

Program Costs: \$241,000

Program Goal: The Research Department of the South Carolina Public Service Commission intends to conduct research; analyze and review; testify; communicate information; and to provide assistance to the Commissioners, Commission's Staff and the public regarding current and evolving regulatory issues which have the potential to impact the public interest of the citizens of South Carolina.

Program Objectives: Provide policy input to the Commissioners regarding changing and evolving regulations in the electric, telecommunications, and natural gas industries. Interact to a greater extent with regulated entities and other stakeholders concerning emerging issues. Obtain additional training and information from external sources concerning emerging technical and policy issues. Interact with greater extent with other PSC departments. Electronic interaction with external groups such as NARUC, NRRI, etc. Implement a Personal Computer information system for the Department. Develop a comprehensive consumer education process.

Priority Ranking:

1. Identify developing, evolving, and current regulatory issues.
2. Provide the Commissioners and the Staff with information regarding regulatory issues specifically identified by the Commissioners and the Staff in the form of presentations, briefings, and written and oral reports.
3. Assist the Commissioners and the Staff in the review and development of policy regarding specific regulatory issues.
4. Research, evaluate, and provide testimony regarding policy for new and evolving issues that come before the Commission
5. Provide the Commissioners with any assistance requested to address regulatory matters such as participation in regulatory conferences, preparation of speeches, researching specific matters, etc.

Performance Measures:

Workload Indicators:

- Testified on the establishment of an interim fund for local exchange companies.
- Testified on the establishment of universal service fund.
- Presented testimony on electric industry restructuring before the SC legislative committee on Labor, Commerce, and Industry.
- Developed a procedure for monitoring the impact on customer service of alternative regulation of telecommunication companies.
- Provide annual reports to the Commission on the impact of alternative regulation.

- Developed a procedure for arbitration of telecommunication companies' interconnection agreements.
- Participated in three arbitration hearings.
- Prepared eight speeches on electric industry restructuring and nuclear waste.
- Prepared three press releases on electric industry restructuring and nuclear waste.
- Prepared a report on the deregulation of gas industry.
- Prepared a report on the Nuclear Waste Fund.
- Analyzed three mergers and presented reports to Commissioners involving;
- Duke Power Company and Pan Energy
- Carolina Power & Light and Knowledge Builders
- Piedmont Natural Gas and Atmos Energy
- Analyzed and presented two financing reports to Commissioners.
- Participated in five training exercises directed by the Emergency Preparedness Office.
- Assisted the State Energy Office in analyzing utility integrated resource plans and the preparation of a report on Demand Side Management.
- Participates in weekly teleconferences of NARUC committees on electricity, strategic issues, nuclear waste, telecommunications, and consumer protection and consumer education

Outcomes: The studies, investigations, and reports prepared by the Research Department provide much of the information and foundation for developing Commission policy on regulatory issues. The legislature also relies on information provided by the Department when considering and writing legislation that impacts regulated utilities.

Program: Consumer Services

Program Costs: \$164,000

Program Goal: The Consumer Services Department of the South Carolina Public Service Commission will receive consumer complaints, inquiries and comments concerning the utility and transportation companies regulated by the Commission. All complaints and inquiries will be investigated and processed in accordance with the Commission's guidelines.

Program Objectives: Satisfactorily address all complaints and consumer inquiries and comments; interact with regulated entities concerning evolving consumer-related issues; review and analyze complaint trends; testify; provide assistance to the Commissioners, Commission's staff and the public regarding current and evolving regulatory issues which have the potential to impact the public interest of the consumers of South Carolina.

Priority Ranking:

1. Investigate all complaints and consumer inquiries concerning the utility and transportation companies regulated by the Commission in accordance with the Commission's guidelines.

2. Interact with regulated entities concerning emerging consumer-related issues.
3. Monitor complaint trends in today's competitive environment regarding consumer-related issues and report findings to Commission and Commission staff.
4. Provide testimony within the hearing process for consumer-related regulatory issues.
5. Assist Commission and Commissioners in the review and development of policy regarding consumer-related regulatory issues.
6. Provide testimony, as instructed, regarding policy for new and evolving consumer-related issues.
7. Monitor companies using alternative regulation to ensure public interest is being protected.
8. Initiation of the development of consumer education process to be carried out by a separate group of additional consumer services personnel.

Performance Measures:

Workload Indicators

- 1930 complaints investigated and provided responses of the investigation findings.
- Conducted 92 meter tests and/or on-site inspections
- Received and processed 29,776 incoming WATS line calls from consumers within South Carolina. Received and processed an estimated 620 calls in addition to the WATS line calls.
- Made 4,594 outbound long distance calls in response to consumer complaints and inquiries.
- 37 personal contact meetings with consumers to address complaints and/or inquiries were conducted at the PSC, utility companies, and consumers' point-of-interest locations.
- Held three informal complaint hearings between consumers and companies.
- Testified in rule to show cause regarding telecommunications long distance reseller for violations of Commission's rules and procedures.
- Held 39 meetings with regulated utility companies on consumer-related regulatory issues.
- Attended 39 training sessions.
- Participated in monthly teleconferences of NARUC sub-committee on consumer affairs.
- Attended two conferences of NARUC subcommittee on consumer affairs.

Outcomes: Consumers are provided with the information necessary to understand their rights and the process for submitting and resolving complaints. Also, consumers are provided with information concerning utility issues which may result in fewer complaints being filed and fewer informational requests. Consumers can make better decisions when they have more and better information.

Program Name: Safety Department

Program Costs: \$375,672

Program Goals: To carry out, support, encourage, develop, and enhance pipeline and railroad safety through federal/state pipeline and railroad safety programs.

Program Objectives: Conduct sufficient on-site inspections of gas, liquid, and railroad facilities to determine compliance with state and federal safety regulations and carry out a cooperative program of assisting jurisdictional system operators to achieve compliance. Initiate compliance action as needed.

Priority Ranking:

1. Conduct on-site inspections of gas pipeline and railroad facilities to monitor for compliance with the safety regulations.
2. Take enforcement action, when needed to insure compliance and to protect lives and property from potential harm.
3. Assist jurisdictional operators to achieve compliance with the safety regulations.
4. Conduct investigations of accidents to prevent their recurrence.
5. Assist in promulgating new or amended safety regulations when needed

Performance Measures:

Workload:

- 463 person days spent on inspections of gas and liquid pipelines and liquefied gas plants.
- On-site inspections of 1,044 miles of railroad track and 8,618 pieces of rolling equipment. Inspections of railroads also included 4,185 record inspections, 66 air brake and single car tests, and 115 blue signals inspections.

Note: The number of miles of railroad track for the period was down because the Commission's only certified rail inspector was out of work due to sickness for five (5) months during the period.

Outcomes: Fifty (50) gas and 7 railroad violations were discovered. These violations were reported to the companies and appropriate corrective action was taken.

Program Transportation Department

Program Costs: \$422,312

Program Goal: To minimize the unauthorized "for hire" use of motor vehicles on the public highways of this state. To assist all "for hire" motor carriers in bringing their companies into compliance with the laws regulating the hauling "for hire" of passengers, household good and hazardous waste for disposal or any other item or article which falls under the purview of this Commission's authority.

Program Objectives: To provide the state with a well-regulated and safe transportation system which can provide all needed transportation services at a reasonable cost and operate within the motor vehicle laws and the rules and regulations of this Commission.

1. Priority Ranking:

2. Or to purchase decals To accommodate the carriers that contact our agency to apply for authority
3. To monitor carrier activity statewide and nationwide.
4. Identify existing needs/requirements of our customers.
5. Assist and advise customers regarding Commission rules and regulations and the application and decal processes.
6. Perform investigations pertaining to illegal activities.

Performance Measures:

Workload Indicators:

- 8 authorized positions for law enforcement officers
- 244 inspections of vehicles per month
- 8 inspectors are given a goal of 2 inspections per day worked
- Issues citations, warnings and/or warrants of arrest to carriers found
- to be operating with no intrastate authority or certificated carriers
- found to be in violation of Rules and Regulations of the Commission
- Enforcement officers respond to complaints filed by the public and
- complaints filed by certificated carriers.
- Department staff assists the regulated carriers and the general public
- with regard to various motor carrier issues.
- Issues certificates of Public Convenience and Necessity and Fit, Willing
- and Able to intrastate motor carriers after proving that they are fit, willing
- and able as determined by the Commission.
- Issues license decals for commercial vehicles holding Class C certificates
- of Public Convenience and Necessity operating in this state.
- Schedules hearings as needed to address various transportation matters
- Reviews all rates with regard to new applications, tariffs on file for
- certificated carriers and applications for rate increases to determine if
- the rates are fair and provide adequate compensation to allow continued
- service
- Conducts complaint and compliance audits of "for hire" motor carriers
- as deemed necessary by the Transportation Department

Efficiency Measures:

- 244 inspections of vehicles per month by 8 enforcement officers
- 80 citations/warrants were issued or taken out with assessed fines of \$59,800
- 5 warnings were issued by enforcement officers
- 195 responses to complaints were reported by the department
- 179 assists to regulated carriers and the general public with regard to various motor carrier issues
- 104 certificates of Public Convenience and Necessity and/or certificates of Fit, Willing and Able were issued to intrastate carriers of passengers, household goods and hazardous waste for disposal after proving that they are fit, willing and able as determined by the Commission
- License decals issued for commercial vehicles holding Class C certificates of Public Convenience and Necessity operating in this state, producing \$111,629.13 in revenues.
- 17 hearings were held concerning various transportation matters
- 12 rate increase applications handled by the department
- 94 complaint and/or compliance audits performed on transportation companies
- All complaints were worked satisfactorily within the Commission guidelines during the period
- Outcomes: The Transportation Department found 35 transportation companies to be out of compliance with Commission rules and regulations during this period.

Cost Effectiveness Of The Commission: The Public Service Commission, as its name implies, is a service agency which makes it difficult to measure the cost effectiveness of the Commission or its departments. However, if one considers the measurable workload of the departments compared to their budgets, it is apparent that the Commission is a very cost effective agency. The legal Department prepares orders at a cost of approximately \$198 which equates to about 1 hour of time for an attorney. Considering the number of complaints and inquiries addressed by the Consumer Services Department, including meetings with consumers and companies, the costs the Consumer Services Department approximately \$4.42 per complaint and inquiry. Even when track inspections are not included, it costs the Safety Department less than \$29 per inspection. When considering only the number of inspections, complaint responses and assist, and audits performed, the Transportation Department expends less than \$18 per inspection, complaint or assist, and audit.